



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, CARL R. DARNALL ARMY MEDICAL CENTER
36000 DARNALL LOOP
FORT HOOD, TEXAS 76544-4752

MCXI-PSD

29 March 2013

SUBJECT: Health Care Advisory Council Minutes

1. The Health Care Advisory Council (HCAC) was held on Thursday, 27 March 2013, at the Community Events Center. COL Dailey called the meeting to order and provided opening comments.

a. Attendees from the Medical Center that were present:

COL Dailey, Jean
COL Speights, Ivan
LTC Parson, Nancy
LTC Roberts, Kevin
Dr. Lucas, Glynda
Turner, Cheryl
Mayberry, Shelia
Rollerson, Haleh
Francis, Sonja
Lauer, Chuck
Basiliere, Mary
Kahl, Erin

Deputy Cmdr, Nursing & Patient Svcs
Chief of Staff
Chief, Maternal Child Health
Chief, Pharmacy
Chief, EFMP
(A) Chief, Patient Services
Patient Services
BOD, Access to Care Manager
TriCare Service Center Manager
Senior Administrator, BOD
Red Cross Senior Station Manager
Red Cross Hosp. Asst. Station Manager

b. Others present:

CPT Carrion, Filiz
SSG Rogers, Marcus
SSG Garrett, Camara
Bush, Sheryl
Balcer, Twyla
Milley, Holleyanne
Ierardi, Angela
Diaz, Lucy
Jones, Leah
Lesperance, Kelly
Portmann, Jos COL (R)
James, Chelle
Kinkead, Jennifer
Schroeder, Marla
Barrera, Amber

Div West FRSA
62nd ESB CFS/FR2
2nd Chem FRC
120th Infantry Brigade
MEDCEN, FRSA
III Corps, Senior Spouse
1st CAV Div, Senior Spouse
3/CR & 2nd & 3rd SQ
3rd BCT/1CD
3rd BCT/1CD
III Corps/Ft Hood Retiree Council
1st CAV Div
1st CAV Div
III Corps
69th ADA BDE

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Curran, Tracy
Norman, J.
Tracy, Monica
Griffith, April
Nash, Debbie
Russell, Kim

11th MP BN CID
1st CAV Div
3-393 FA
WTB FRSA
3-82nd FA
48th BDE FRSA

2. Old Business:

a. Patient Services – Cheryl Turner (ICE) and Shelia Mayberry (APLSS)

(1) Interactive Customer Evaluation (ICE) responses and satisfaction rate decreased for February to 88%, partly due to the “Cold and Flu” season. The goal is 90%. We can improve our ICE negative response rate by engaging hospital personnel, unit leadership, senior leadership, FRG’s, and focus groups to partner with us to educate patients’ about the availability of resources that are offered and how to best utilize them. All responses are appreciated so we can immediately improve. If you experience anything less than “World-Class Healthcare”, remember to ask for the clinic OIC/NCOIC before you leave the clinic/facility so that your concern can be addressed. COL Dailey stated that the Hospital Deputies are always available as a resource for those who do not feel comfortable speaking with a clinic representative. ICE is used not only to tell us what we are not doing, but also what we are doing right.

(2) TriCare Inpatient Satisfaction Survey (TRISS) is a survey sent to beneficiaries who have had an inpatient stay at CRDAMC. The survey usually comes 1 - 2 weeks after the hospital stay. TRISS like the Army Provider Level Satisfaction Survey (APLSS) is now tied to funding, specifically Question 21 ask “how would you rate this hospital, 0 –10?” We are currently receiving a seven (7) or eight (8) from our patients’ which is a good rating, but if we do not receive either a nine (9) or ten (10) we do not receive any positive credit or funding. TriCare Outpatient Satisfaction Survey (TROSS) is sent randomly to those patients who utilize the network providers as well as those using our outpatient facilities. Both of these surveys compare our performance to the care our beneficiaries receive in the local community. TRISS and TROSS also measure our patients’ perception of their care and treatment received during their visit. Both surveys provide useful feedback that will help us maintain and improve the quality of care that is given.

(3) A brochure is being produced that will have all surveys (TRISS, TROSS, APLSS and ICE) listed on one side to give a brief description of what they entail. It will explain the benefit to patients’ and hospital staff, in taking a few minutes to fill them out, to let us know how we are doing. The other side of the brochure will be specific to the type of treatment that patients’ received. Educating all of these surveys is the key to success.

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(4) Other avenues to utilize for general comments are the Darnall Facebook page, which is monitored 24/7, and "Dear Darnall" (located on the main webpage). The Patient Services Office is always available (254.288.8156/8157/8167/8168). The Patient Services Office is more than happy to write up and forward any concerns that a patient may have. CRDAMC also has the "365 Days of Caring" for any good news story that you want to share so that people coming to Fort Hood can see all the positive things that we are doing.

(5) The APLSS tree unveiling ceremony took place on 7 March 2013 in the Hospital main lobby. Over 60 people attended and the event was covered by the Killeen Daily Herald. Thirty providers were recognized with a Certificate of Appreciation and a lapel pin during this time for achieving 95% or higher during the 1st Quarter FY2013. There were twelve providers who received more than 20 responses and had their photo taken and hung on the APLSS tree. The award program will take place each quarter to recognize those providers that meet this criterion during the monthly award ceremony.

(6) Senior Leadership continues to reiterate the importance of the APLSS survey. They strive to ensure that the staff is providing excellent customer service to our patients. We need your input. By positively filling out the survey, the hospital will gain additional funds so that we can make improvements across the MEDCEN. There is a minimum two week delay before a patient receives the APLSS survey in the mail. Patient Services has developed a new APLSS brochure that patients will receive when they check into their clinic for an appointment. It has a dedicated area on the back which allows the patient to make notes about their visit and use as a reference guide when/if they receive a APLSS survey. Continue to educate your staff, coworkers, peers, friends, Soldiers and their Families on the importance of this survey and how it benefits CRDAMC. Remember; if you are not satisfied during your visit please ask to speak with the clinic OIC or NCOIC before you leave. Surveys can be returned through United States Postal Service in the prepaid envelope, or filled out online using the code provided in the APLSS instruction letter, and the Interactive Voice Response (IVR). The APLSS survey will now be offered to Active Duty personnel only via a link through Army Knowledge Online (AKO).

b. Business Operations, Access to Care, TRICARE Online (TOL) - Haleh Rollerson

(1) Enrollment is available for Active Duty Family members within the CRDAMC healthcare system at Copperas Cove Medical Home (CCMH), Killeen Medical Home (KMH) and the Russell Collier Health Clinic (RCHC). Enrollment has been opened in Internal Medicine for retirees' if they have needs that cannot be met within the Department of Family and Community Medicine. The KMH and CCMH have now reached capacity for retiree enrollment.

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(2) TOL made a recent change in the system that allows a patient the ability to search other provider appointment times within their clinics' if they are not able to book an appointment with their primary physician. Another new initiative now in place is when a patient calls to book an appointment, the appointment clerk not only looks within the Primary Care Manager's (PCM) or their team, but will also look at appointment availability across the entire healthcare system. If a patient is assigned to Russell Collier Health Clinic and there are no available appointments, the appointment clerk now has the ability to look for available appointments within all clinics and book that patient. There are now more appointment slots as providers will have between 18 – 20 appointments per day in primary care. The Nurse Advice Line (254.553.3695) is also available if one is not sure if one needs to be seen. This line is available 24/7 and is open to all beneficiaries.

(3) TOL is available 24/7 for appointments with a Primary Care Manager (PCM). TOL has several different enhanced features such as audio care, which is a telephonic reminder system that gives the option to confirm or cancel an appointment, text messages, email appointment reminders, prescription refills, access to medical records and various health assessment forms one can review to help one manage one's health care. Registering for TOL is very simple, it takes approximately three to five minutes and is available to all beneficiaries.

(4) To change your PCM, beneficiaries need to go to Beneficiary Services and speak with a representative.

c. Red Cross – Mary Basiliere and Erin Kahl

(1) The Red Cross Office is located in CRDAMC, 2nd Floor. The number is 254.288.8144. Volunteer opportunities are always available with the majority of the opportunities within CRDAMC. Opportunities include administrative assistance, Certified Nursing Assistants (CNAs), phlebotomist, hospital greeters, and pharmacy technicians. The Warrior Transition Brigade and Human Resources especially need volunteer services. Volunteers are needed for manifest briefings and special events. If you are interested in volunteering, there is a Meet and Greet every Thursday in the main office (located near the Warrior Way Commissary) from 9:00 – 1130a.m.

(2) The Red Cross will be offering a FREE nine month Dental Assistance Training Program from September 2013 – May 2014. Classroom and hands on training will be provided. Upon completion, participants will receive a Certificate of Completion that is recognized by most dentists and on any military installation. Participants will also have the opportunity to take the x-ray certification test. To qualify, applicants must be 18 years or older, a high school graduate or GED, a Military ID card holder and no prior dental experience.

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Band of Angels will be offering four (4) scholarships to cover the cost of the book which is \$120. Please email forthood@redcross.org for application packet. The application deadline is 17 May 2013.

(3) Youth volunteers must be between ages 14 – 17 years old. Youth volunteers can fill out an application packet located at forthood@redcross.org, and be scheduled for an interview before they participate in the volunteer program. Youth volunteers can volunteer at CRDAMC main hospital, the post Library and the Veterinary Clinic. The minimum hours a youth can volunteer per week is eight (8) and the maximum is thirty (30) hours. The youth program will begin 10 June 2013. All applications must be submitted NLT 30 April 2013.

(4) From February 2013 to present, there are currently 41 volunteers, with recorded hours, who have contributed 1,253 hours. From 1 July 2012 to present, Red Cross had 127 volunteers who donated 14,534 hours to Fort Hood. There are still 109 additional positions identified by the hospital that need to be filled.

(5) Federal background checks are now part of the volunteer packet. There are additional security checks if volunteering at the hospital. The hospital also has a 3-hour orientation for non-clinical volunteers, which shortens the in-processing time. For additional information or general questions, please call 254.287.0400.


(6) Red Cross recently partnered with the Warrior Transition Unit (WTU), CRDAMC, USO and Operation Home Front to sponsor the Easter Egg Hunt on 23 March 2013. The event was very successful for all.


3. LTC Kevin Roberts, Chief of Pharmacy. The "National Take Back" prescription drug turn-in days is sponsored by the Drug Enforcement Administration (DEA). The military receives an Operations Order (OPORD) from higher headquarters which directs and enables the Army Substance Abuse Program (ASAP) along with the Installation Management Command (IMCOM) to participate. The upcoming prescription drug "take back day" is scheduled for 27 April 2013 from 10:00 a.m. - 2:00 p.m. at the Killeen Police Department, North Precinct, located at 402 N. 2nd Street, Killeen, TX 76541. Additional information can be found at the Department of Drug Enforcement Administration: www.deadiversion.usdoj.gov/drug_disposal/takeback.

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4. The next HCAC meeting will be 24 April 2013, at the Community Events Center at 1030 a.m. immediately following the Community Services Council meeting. The meeting adjourned at 1228p.m. Please send agenda items to Ms. Alisha Quiney at alisha.m.quiney.civ@mail.mil or Mrs. Shelia Mayberry at shelia.n.mayberry.civ@mail.mil NLT 17 April 2013.


SHELIA MAYBERRY
Recorder
Patient Services Division


JEAN M. DAILEY
COL, AN
Acting Chair, Health Care Advisory Council


Approved/Disapproved


PATRICK D. SARGENT
COL, MS
Commanding